understanding production
through your customers’ eyes

@cyen
@honeycombio
2012

DEV
velocity!

OPS
reliability!
DEV
- logs
- +exception trackers
  - Flexible data format
  - Quick to iterate

OPS
- Realtime monitoring
- Graph-based

SUPPORT
- helpdesks
  - High fidelity
  - Full context from user

PRODUCT + MARKETING
- UX-oriented

FINANCE
- business intelligence tools
  - Uses business identifiers
  - Historical analyses
  - Arbitrarily complex

SALES
- CRMs
  - Customer-oriented
2012

DEV: living in: development

OPS: living in: production

living in: development

living in: production
2012

DEV
logs + exception trackers

OPS
dashboards + metrics
CPU is up and write latency is down on half the nodes in the cassandra cluster! **What did you do?**
2012

The latest build increased API latency for our biggest customer, on our most expensive endpoint!

logs + exception trackers

+ build IDs
+ customer IDs
+ endpoints

dashboards + metrics
2012

living in: **development**

DEV

living in: **production**

OPS
2019

DEV  OPS
DEV ↔ OPS

THE FIRST WAVE: getting ops folks to code
2019

**DEV**  
**OPS**

**THE FIRST WAVE:** getting ops folks to code

**THE SECOND WAVE:** teaching devs to own code *in production*
dev ops

observability

2019

it's all about sharing

software ownership
observability

a.k.a. understanding the behavior of a system based on knowledge of its external outputs.

a.k.a. "what is my software doing, and why is it behaving that way?"
observability

(being able to ask new questions of my systems in production)

tools... + people + processes
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Diagram:
- Smiling face with stars
- Sad face
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**Data:**
- Structured
- High Cardinality
- High Dimensionality

= Context
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DEV

OPS

SALES

SUPPORT

FINANCE

PRODUCT + MARKETING
"NOTHING IS NEW"
and by the way...
thanks!

ASK NEW QUESTIONS
SHIP BETTER SOFTWARE

@cyen
@honeycombio